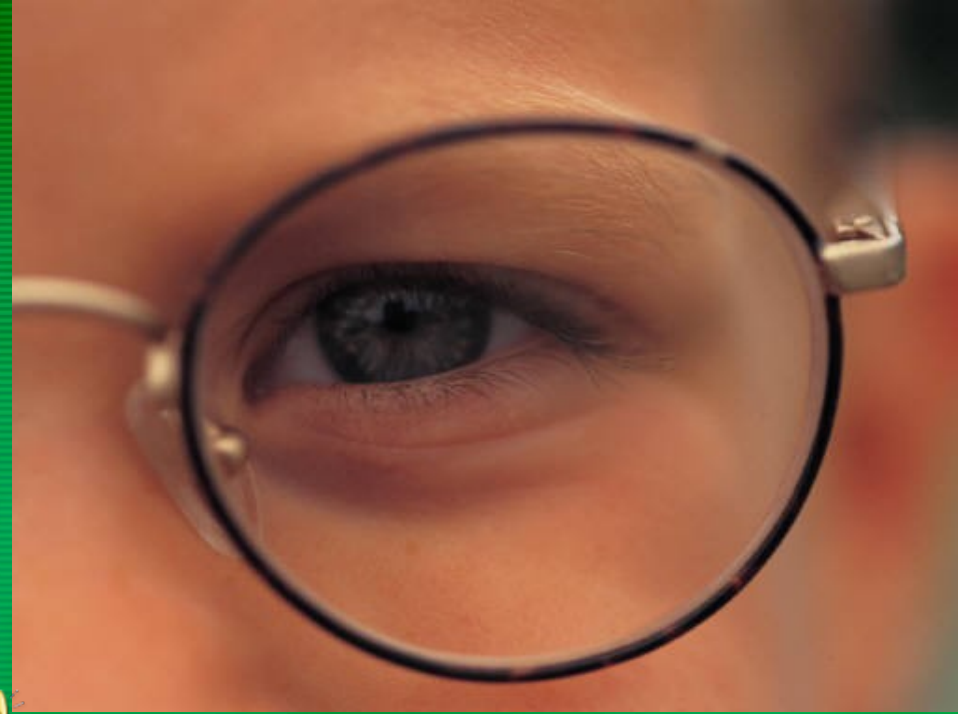


1



Observing Performance

Look for evidence to support your impression of how employees do their jobs

Observing Employees' Performance


Skill
1

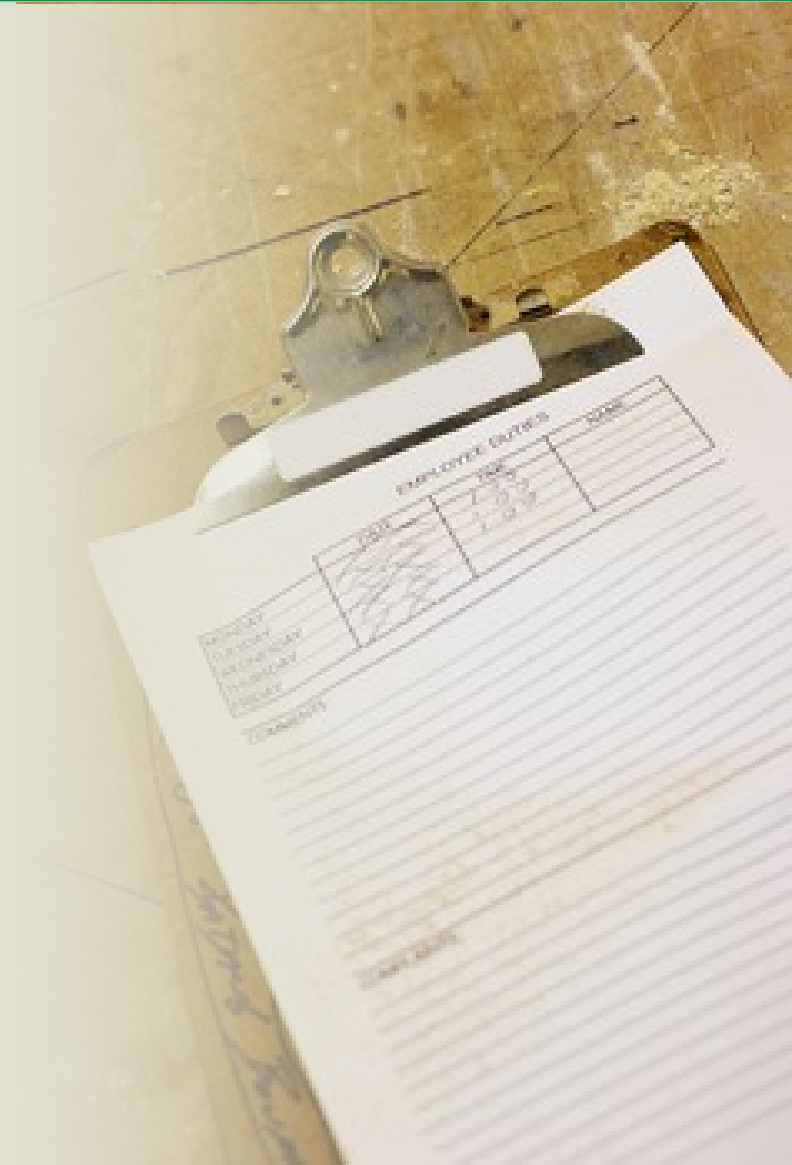
- An invaluable tool to assess workers' skills, abilities, motivations and attitudes about their job
 - Some supervisors prefer to study activity reports, spreadsheets and work-flow charts
 - Instead, observe how workers behave and what they actually do during their shift



How to Observe

Skill 1

- Devise a system that encompasses what to look for
- Watch each employee not only to assess work quality, but also to evaluate conduct,  appearance, vitality, attitude and eagerness to learn



Apply a Consistent Set of Criteria

Skill
1

- Apply a consistent set of criteria. It ensures that you observe performance with a fair-minded focus on what matters most
- Enables you to compare workers' actions and behavior based on observable standards of excellence



Guidelines to Observation

Skill 1

- Conduct
 - Do employees carry themselves professionally?
 - Do they make ethical decisions?
 - Do they follow posted safety rules, policies and procedures?



Guidelines to Observation (continued)

Skill
1

- Appearance
 - Do employees dress appropriately?
 - Do they invest time and care in their appearance?
 - Do they stand up straight and maintain a firm, confident posture all day?



Guidelines to Observation (continued)

Skill
1

- Vitality
 - Do employees multitask effectively?
 - Do they radiate energy and enthusiasm? 🔊
 - Do they greet visitors and clients in a warm, welcoming manner?



Guidelines to Observation (continued)

Skill
1

- Attitude
 - Do employees appear to enjoy their work?
 - Do they take pride in their work?
 - Do they lift everyone's spirits or feed off others' negativity?



Guidelines to Observation (continued)

Skill
1

- Eagerness to Learn
 - Do employees listen attentively when you or someone else explains something to them?
 - If they make a mistake, do they show a desire to learn how to avoid it in the future? 📢
 - Do they ask intelligent questions when someone instructs them?



Benefits of Observing Performance

Skill
1

- Increases your accessibility
 - You're there to answer employees' questions, give feedback and provide encouragement 📢
 - If workers see that you're taking an interest in their performance, they're more apt to go beyond the call of duty and give extra effort



Warning

Skill 1

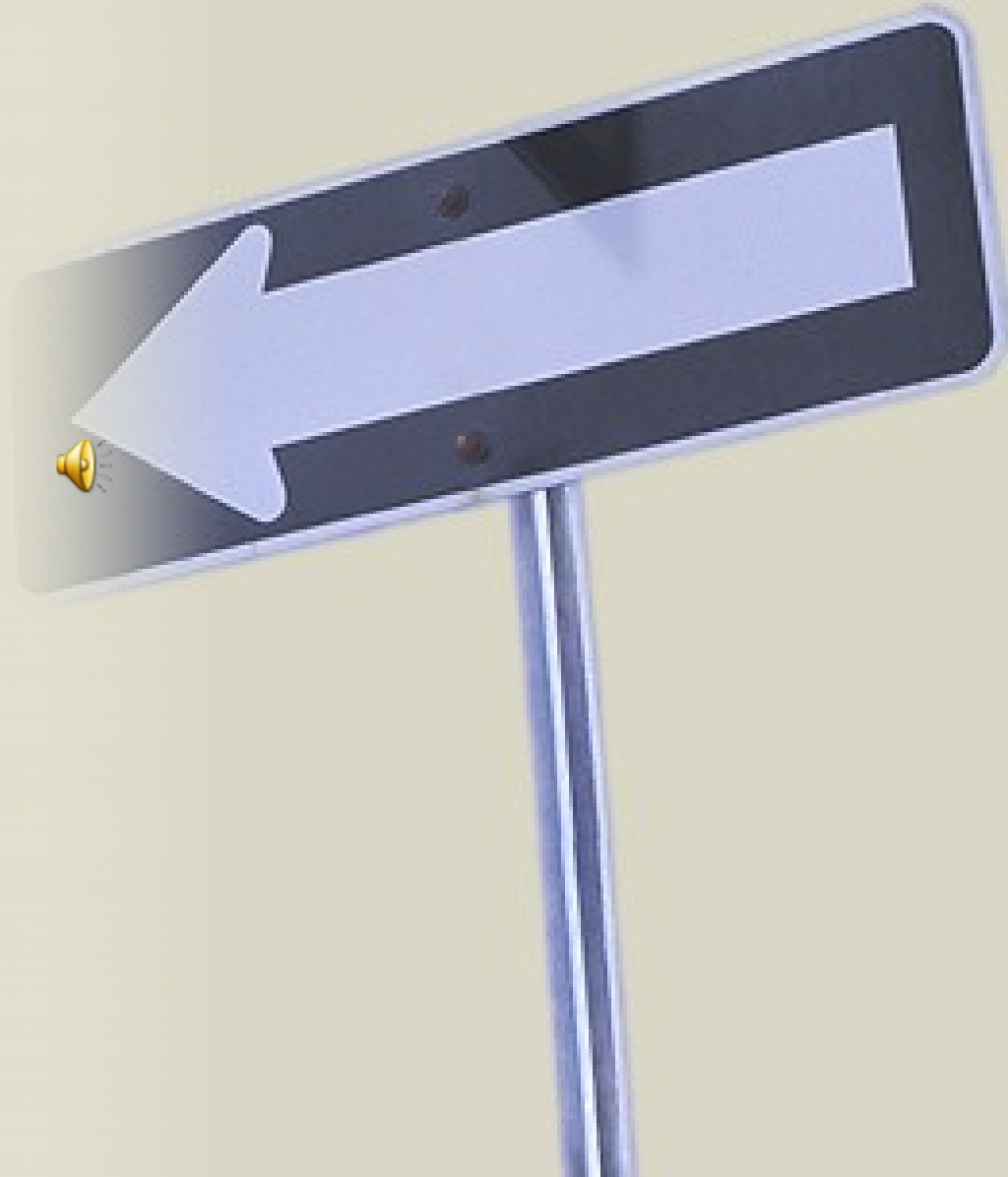
- Don't appear to spy on workers by sneaking around watching them from the shadows
- Inform everyone that you will observe their performance on a regular basis to support their success
- Make sure you observe everyone equally



Tip

Skill 1

- Don't take notes in front of employees or you risk making them feel "graded" and self-conscious
- File your written observations in each employee's folder



It's True

Skill 1

- Most supervisors dislike performance reviews
- By observing performance on a regular basis, you build a file of concrete information that you can incorporate into your next formal review
- This makes the whole performance appraisal process far less oppressive

